Role profile

**Community Transport Driver**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Adults |
| **Reports to** | Team Leader |
| **Job family** | Operational Services |
| **Grade**  | C |
| **Political restricted?** | N |
| **DBS required?** | Y - enhanced |
| **Date**  | December 2021 |
| **JE Code** | JE2332 |

Key deliverables

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| **1** | To drive day service vehicles, transporting service users to and from the day centre units and home again each day. To follow run list created by team leader and support when needed in planning of the bus runs that will help contributing to the efficient operation of the service. Assisting service users on and off the vehicle, supporting team leaders with information to write transport risk assessments for the service users that ensures their care and wellbeing is met. |
| **2** | To prepare the vehicle for use, including undertaking vehicle safety checks, preparation of the interior, cleaning windows and re-fuelling where necessary |
| **3** | To drive centre vehicle and act as passenger assistant when required. Working to agreed health and safety policies on the transport and in the service users’ homes. |
| **4** | To always drive vehicles in a safe and responsible manner, taking accountability for the vehicle and its contents, ensuring it is in a serviceable condition, is used properly and report any defects to keep the vehicle is in a roadworthy condition whilst in use |
| **5** | To provide care and assistance to service users, including those who require assistance with mobility and access, ensuring they are securely transported. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Current clean driving licence held for more than three years which includes the D1 class of vehicle required. |
| **2** | Ability to translate passenger schedules into driving and passenger collection routes, operating within specific timescales. |
| **3** | Follow risk management plans as documented and make supervisor aware of any potential hazards |
| **4** | Adaptable to new working processes and procedures, building in continuous improvement and on own initiative  |
| **5** | Experience of working with vulnerable people, including those with mental health needs |

Job family

**Operational Services (Grade C)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the city council owns and/or manages. They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

**Role characteristics**

At this level job holders carry out a range of practical, skilled and semi-skilled tasks, but are also expected to independently deal with issues and problems arising from their own work or those they co-ordinate or supervise.

**The knowledge and skills required**

The focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. Job holders will need speed, dexterity and co-ordination to effectively carry out their duties.

Carrying out tasks will require job holders to be trained and/or experienced in a range of duties using a variety of tools and equipment. Numeracy and literacy skills will be needed to progress work and maintain records.

**Thinking, planning and communication**

Job holders will be required to exchange information with colleagues or others. For instance, the distribution or receipt of health and safety instructions, work schedules and operating manuals.

Not all situations will be completely clear and there will be a need to investigate circumstances, issues and problems in order to determine a solution or make short term changes to tasks or duties.

**Decision making and innovation**

Job holders will work within standard procedural guidelines but will use their initiative to establish their own daily priorities and deal independently with unexpected problems. Anything particularly awkward or unusual would be referred to the appropriate manager or supervisor.

**Areas of responsibility**

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks.

Job holders will have some supervisory responsibility and will be accountable for the quality and timeliness of work done by others, including volunteers and contractors.

Other than the occasional handling of small amounts of cash or financial records, they will have no financial responsibilities.

Job holders will be using tools, vehicles and/or equipment daily and will share responsibility for their care and basic maintenance. There will be additional shared responsibility for the care and/or cleaning and maintenance of city council premises or workspaces.

**Impacts and demands**

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will be a need to maintain an awareness of the work surroundings and the actions of others in order to maintain required health and safety standards.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.